

LEAVE DONOR ACTION ITEMS

6/15/2007

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ITEM #	Comments/Issues	Request by:	POC	Disposition/Action	Due Date	Status	Comments
1	Buy-in from Centers that they are willing to delegate authority		OHCM		5/4/07	Complete	
2	After buy-in actual Delegation of Authority from Centers needed		Cherie			Complete	
3	Change in NPR or at minimum Letter of Instruction distributed to Centers		Cherie			In work	
4	SDG developed then distributed to Centers		Frank	Complete		Complete	Comments due 6/12
5	Change Management (Communication Plan & Transition Plan)		FM	Posted on development Web		Complete	see action 8
6	Remedy set up		FM/IT			In work	
7	Tech-doc set up		FM/IT			In work	
8	Development of Leave Donor webpage		FM/IT		6/1/07	Complete	Web site is in development and should be complete by COB 6/1
9	No feedback from ARC or SSC			No Action		No Action	
10	General concern over Delegation of Authority revolves around ER issues (leave abuser or someone in the middle of an ER case)	Scott & Chris		a. 1st line approval is still Supervisor. If there's a leave abuse issue then Supervisor should know thus shouldn't approve. b. Employees bypass management & gone directly to HR		Complete: Notification email will be sent to ER officer at each center when a request is first received.	
11	Each Center needs a POC & should be kept in the loop	Lori P.				Complete	See Item 10
12	Will change in process add costs?	Scott Howell	Frank	Rates are set (not changing) for 07 and 08 (Short answer is no)		Complete	
13	Can some notification be inserted into process flow?	?	?	ERO's will be notified as a request is received	5/29/07	Complete	
14	Who tracks related actions (i.e. with regard to LWOP?)	OHCM	FM			Complete	NSSC doesn't do PAP until Jan 08 and can't do it until then, but are willing to talk about tracking requirements at that time.

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15	Will NSSC take on the counseling role for Supervisors & employees?	OHCM	Frank	a. We can always answer questions about our processes. When NSSC picks up Benefits counseling we may counsel employees, but until then it should be an HRO function.		Complete	Even after NSSC picks up counseling, any ER conversations with Supervisors (advising) should be handled by the HRO.
16	Will comments/Issues be posted	JSC	Frank	Posted to development website		Complete	see action 8
17	Can NSSC extend the period of time of the notification before the termination? (more than 10 days?)	Lena via Elena	Cherie	We will send out letters 10 business days.	5-Jun	Complete	We will monitor effectiveness and adjust if necessary.
18	Email to Center ER Officers	Frank	Frank		1-Jun	Complete	
19	Develop QRG	Frank	Jim	Draft Complete and sent to Frank		Complete	Updated on Web
20	Pre ORR				6/19/07		
21	Authority to Proceed will be requested from each Center during telecon.		Frank		6/7/07	90% complete	Need concurrence from Dryden
22	Send Centers a check-list of all info required for documentation turnover.		Cherie		6/13/07		
23	Official signatures and transitions from Centers due the day of the ORR 6/26/07.		NSSC		6/26/07		
24	Centers forward to NSSC all approval documents, forms, medical documents signed by medical professionals, and dates on the documents for each employee in the program	NSSC	Center POCs		6/27/07		
25	Specific letter to each employee in the program to notify them of transition to the NSSC.		Jennifer Templet		6/27/07		Letter is ready - need to get addresses for employees.
26	Media broadcast will go out in newsletters to let employees know of transition to the NSSC.		Chris Canary	Draft should be finished in about a week (week of 6/13/07.)	6/18/07		Spoke with Chris. Should go out to Centers beginning next week.

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27	What Center level signatures/concurrence will be required on the final Transition and Communication Plan?	JSC	Frank	There is no plan to have center signatures on either plan. Concurrence is being obtained through the teleconferences. OHCM has already made the decision this is going to happen.		Complete	
28	Details of the process guides, checklists, quick reference guides, and process flows are necessary to concur with transition plan.	JSC		SDG placed on the web		Complete	
29	No discussion on how to handle the transition of the voluntary leave/advance leave approvals in process at the time of transition.	JSC		All requests that are submitted (dated) prior to July 8 should be approved by center HR. All requests submitted 8 July or later will be approved by NSSC HR.		Complete	Need to also update Transition plan
30	There is mention of the NSSC providing an online list of approved leave recipients and standardized forms used. Will the Centers have the opportunity to review prior to go live? Also, there is no mention of coordination with the Center to change their specific site links to the NSSC site or incorporating current recipient information on the NSSC website.	JSC		Center should validate list prior to us putting it on the web. We've found several employees who are listed as recipients should have been terminated as far back as December 2006. This will be an absolute must for the Centers to verify their recipient list. I recommend we run the list from WebTADS and send that to each Center for validation.		Complete	
31	Additional discussion needed with Human Resources regarding disapproval process and how Center HR information could impact these decisions. (Scheduled for next Tuesday telecon 5/29/07.)	JSC		NSSC will not disapprove any recipient for ER purposes without consulting Center and Agency Management		Complete	

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32	When will the Center be given the process guides, checklists, quick reference guides, and process flows for review?	JSC		SDG placed on the web		Complete	
33	NSSC is assuming that Centers will ensure supervisors and employees understand their roles and responsibilities under this program.	JSC		Communication to all employees is planned. See Communication Plan		Complete	The only additional task is to fax the request and medical information to the NSSC. Normal responsibilities (complete request, obtain medical documentation, make recommendation, etc, remains intact.)
34	In what document and when will the NSSC specify the supervisors/employees roles and responsibilities?	JSC		SDG placed on the web		Complete	
35	This assumption is not included in 4.0 Center Responsibilities.	JSC	Cherie	Will add to assumptions list for centers.		In-work	
36	There are additional risks of not hiring sufficient staff and additional consequences. Ultimately, if the programs are not transferred properly then participant employees risk not getting paid.	JSC		Evaluated and dispositioned		Resolved	While we don't contest that these are risks. The risks that we track are only significant risks specific to the transition. Untrained employees or insufficient staffing levels are risks to every business worldwide.
37	There is also a risk that NSSC and/or Center personnel do not understand/follow through the new process and participant employees are at risk of not getting paid.	JSC				Resolved	While we don't contest that these are risks. The risks that we track are only significant risks specific to the transition. Untrained employees or insufficient staffing levels are risks to every business worldwide.
38	There is no communication listed for the Center Supervisor/ Employees on the new process. This correlates to the additional risk noted above regarding this audience not understanding the new process.	JSC		Added to communication plan		Complete	We will add Center supervisors and employees as part of the external audience (we grouped them in as stakeholders.)

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39	<p>1) Send a general message out as soon as possible for posting by the Center Liaisons in their local Center newsletters. As discussed, the message could contain some high level information about the upcoming transition and then wrap up with a line that lets employees who are already enrolled know that there will be another message to follow for them.</p> <p>2) Send out another message prior to "go-live" for Leave Donor. With "go-live" scheduled for July 8th and July 4th falling on a Wednesday, I'd like to send the second message on Monday, July 2nd if that's possible.</p>		Chris/ Cherie				<p>Action Cherie: draft message by Friday June 8.</p> <p>Action Chris: to distribute to centers next week and again on July 2.</p>
40	<p>1) With regard to VLTP, employees are not permitted to donate leave to their supervisors, (although they frequently wish to do so). I didn't see an action to check for that in the Service Delivery Guide. We need some mechanism to make sure that doesn't happen.</p>	Mack Blackman	Cherie				<p>Action Cherie: update the SDG based on Mack's comments.</p>

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41	<p>2) With regard to Advance Sick Leave, Note #1 in the Service Delivery Guide says: "At the discretion of the center, employees are allowed a maximum of 240 hours of advanced sick leave per year for self and 40 hours for family." First: it is not clear exactly how the Center is going to exercise that discretion. Clearly, the supervisor needs to have input into that decision, and if possible, the Human Resources Office should be in the loop as well. Second: the 40 hour limit on advance sick leave for family is outdated. 5 CFR 630.401(f) currently says: "(f) An agency may advance a maximum of 30 days of sick leave to a full-time employee at the beginning of a leave year or at any time thereafter when required by the exigencies of the situation for a serious disability or ailment of the employee or a family member or for purposes relating to the adoption of a child. See: http://frwebgate2.access.gpo.gov/cgi-bin/waisgate.cgi?WAISdocID=037911372105+0+0+0&WAISaction=retrieve</p>	Mack Blackman	Cherie				Action Cherie: update the SDG based on Mack's comments.
42	<p>SDG, Page 11, Step 3: states that the recipient record will be updated in FPPS and that HR will be notified when recipient receives the number of hours needed. HR will update the portal. This will not be possible. This is a donation TO someone at another Agency. 1) What will be the process for making sure the donations is given to/and processed by the Agency that the recipient works for? 2) What about donations from another agency? Should this be addressed here? Will it be handled differently?</p>	Julie Barnes, JSC	Cherie				

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43	SDG, Page 12, Step 3: The wording in the Action column is misleading. It seems as if the recipient will be required to complete a new application and start all over if they are needing an extension. I think just rewording it will make it clearer.	Julie Barnes, JSC	Cherie				
44	SDG Step 2: If the supervisor is to fax the documentation to NSSC for scanning, who keeps the original documents? Medical information is very sensitive and needs safeguarding, so is the supervisor supposed to keep it? Supervisors will need to be educated to not give to another staff member to fax as well as safeguarding it.	Joan Youravich, HQ	Cherie	Agreed that medical documentation is sensitive. Employee can fax and retain originals.			
45	SDG Step 3: The NSSC Payroll will contact the employee if the leave balance is inadequate, the employee should be contacted regardless to ensure the request has been processed.	Joan Youravich, HQ	Cherie	Employee will be contacted after approve/denial			
46	SDG Step 3: NSSC will alert the Center ER POC when a request is received, but no guidance is provided on what next? ER information can't be shared with NSSC, so what is the ER person supposed to do next? Do they have "veto" over the request? If the request is denied due to "ER concerns" what will NSSC tell the employee/supervisor and will there be any guidance as to next steps? Recommend that this be vetted more with the ER community to see what the next steps should be.	Joan Youravich, HQ	Cherie	Directions for ER officer will be contained in the email. Disagree that ER information cannot be shared with NSSC. ER info can be shared with management officials who have a need to know. In this situation, NSSC qualifies.			
47	SDG Step 5: The NSSC Payroll should always follow up with a letter whether the employee is approved or disapproved for any request.	Joan Youravich, HQ	Cherie	Employee will be contacted after approve/denial.			
48	SDG Step 6: The NSSC Payroll sends approved forms to DOI for updates and processing. DOI needs a time limit for processing approved forms.	Joan Youravich, HQ	Cherie	We can check on DOIs processing time. It won't be changing from what it is today.			

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49	SDG Step 8: the NSSC will send a letter to recipient 10 business days prior to expiration. Will the letter inform them that if they don't request an extension that they will be expected to return to work?	Joan Youravich, HQ	Cherie	Probably not, although we haven't drafted the letter yet. Suggestions?			
50	Will Center HR be notified if someone is dropped so they can follow up with the supervisor for any issues?	Joan Youravich, HQ	Cherie	Yes. We should add that to the SDG.			
51	What will the deadline be for response – no later than the expiration date?	Joan Youravich, HQ	Cherie	That's probably what the letter will say, but we will work with OHCM before "Dropping" anyone from administratively dropping anyone from the program.			
52	Also, shouldn't the supervisor be part of this process? What guidance is given to the recipient on the impacts of not extending, but remaining absent?	Joan Youravich, HQ	Cherie	Benefits counseling issues remain at center until transition to NSSC. Basic HR counseling on leave impacts should remain a center HR responsibility.			
53	There are impacts to leave without pay, etc. How will ER/HR at the Centers be aware of issues?	Joan Youravich, HQ	Cherie	Clarification: NSSC is not approving the use of leave. NSSC is approving employees entry into the program. The supervisors should be approving leave should always be aware of the employees leave status. Center HRO should be available for basic supervisory counseling.			

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54		SDG Step 8: There is concern here that this step needs more personal attention. Some employees/spouses are very involved with a major illness and may not be attentive to mail. Suggest multiple methods of contact (email, phone, etc.) as well as consideration of the nature of the recipient's illness. Don't want to just drop someone because they missed an expiration date if the illness is terminal or serious.	Joan Youravich, HQ	Cherie	Agreed. NSSC will make multiple attempts to contact including by phone.			
55		Step 8: If the recipient is dropped from the program because they missed the expiration date to respond, can they be reinstated or do they have to begin the whole application process all over again?	Joan Youravich, HQ	Cherie	If someone is "dropped" then they will have to reapply. HOWEVER, this seems like a good point to mention again that NSSC isn't going to administratively drop anyone without first talking with OHCM about policy and potential precedent setting. We understand that this can be a very sensitive time for employees and we are not going to drop someone without making sure everyone is on-board with the situation (Especially at first!)			
56		Terminate employee from leave donor program: Same issues as above in notification to supervisor, impacts on leaving program but not yet returning to work, etc.	Joan Youravich, HQ	Cherie	See above.			
57		What happens if there is no expiration date? Will NSSC get in touch periodically?	Joan Youravich, HQ	Cherie	Expiration date will need to be indicated. This is intended to be a short term program, not an indefinite program. NSSC will work with employee to determine expiration date.			

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58	At some point, recipients may need counseling about disability retirement? Since NSSC will be picking up the benefits/retirement processing in January, is there expected to be linkage between this and other benefits programs at NSSC for end to end service?	Joan Youravich, HQ	Cherie	Yes.			
59	Strongly suggest multiple methods of communication. Don't rely solely on a letter.	Joan Youravich, HQ	Cherie	See above.			
60	Transition Plan; Records Management: The question remains what happens to the original request with medical documentation? Needs to be thought through where this information should be kept.	Joan Youravich, HQ	Cherie	Employee should keep original documentation if they fax it. Good question. I'll check what our process is for mailed in we can either scan them in and destroy the originals or keep them in a locked cabinet, according to privacy act and HIPPA regs. If they are scanned in, copies will be stored electronically in TechDoc. This is a very secure system where passwords and permissions are closely monitored. Only appropriate employees will have access. Not event the Payroll employees processing the actions will see it.			
61	Assumptions: "Centers will ensure supervisors and employees understand their roles and responsibilities under this program. This should be more spelled out in this document and in the communications plan. If this assumption is true, then it also should be captured in "NASA Center Responsibilities".	Joan Youravich, HQ	Cherie	Great point. Will be added.			

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62		Assumptions: Should state that the delegation for approval of Leave Donor Program is the "final approval" since supervisors really approve the request. If agreed to, this should be reflected also in the Transition Plan.	Joan Youravich, HQ	Cherie	Great point. Will be added.			
63		3.0 Assumptions: We noticed WebTads will have additional features during the first year. Do we need additional training or will a pamphlet with instructions be provided to the supervisors and employees?	Joan Youravich, HQ	Cherie	Good forethought. Possibly. We will work with the WebTADS folks to understand how it will work, and how we can inform employees/supervisors. WebTADS is still in development and won't be rolled out in the immediate future. We'll need to address this question as it gets closer.			
64		Document Imaging: Who keeps the originals/faxed copies? These are sensitive documents and need to be safeguarded – particularly the medical information/documentation.	Joan Youravich, HQ	Cherie	Faxed copies will be stored electronically in TechDoc. This is a very secure system where passwords and permissions are closely monitored. Only appropriate employees will have access. Not event the Payroll employees processing the actions will see it.			
65		Communication Plan; This plan looks very generic. Should address specific communication methods for these programs. These are the first "high touch" benefits areas to transition and will set the stage for the remainder of the benefits to transition in January. In Communication objectives a key stakeholder is missing – employees. Since this directly impacts employees they should be added and considered throughout the plan.	Joan Youravich, HQ	Cherie	See updated communication plan on the website. I believe that employees are identified.			

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66	A detailed pamphlet should be created by the NSSC and distributed to all NASA employees providing instructions on the new process of the Leave Donor and Advanced Sick Leave Transition Plan.	Joan Youravich, HQ	Cherie	We will take that into consideration. Hopefully Center HR offices will help direct employees to the Customer Service Website for information. If there is additional information that needs top be placed out there, please let us know!			
67							